



**AGREEMENT FOR SERVICE  
PARTICIPANTS AGREE TO THE  
FOLLOWING TERMS AND CONDITIONS**

IT IS AGREED THAT ALL PARENTS/RELATIVES AND STAFF WILL MAKE EVERY EFFORT TO ENSURE CHILDREN HAVE AN ENJOYABLE VISIT WITH FAMILY MEMBERS.

**1. SCHEDULING**

- a) *The frequency and duration of visits will be subject to the availability of the Access Centre.*
- b) *All visits must be approved and scheduled by the Program Coordinator or designate.*
- c) *Parents/authorized visitors are to arrive at and depart from the Access Centre precisely at the prearranged times. Repeated lateness could result in service being discontinued.*
- d) *The arrival and departure times of the participants will be staggered by at least 15 minutes.*

**2. CANCELLATIONS**

- a) *If a cancellation of a visit/exchange is necessary, the participant must notify the Program Coordinator or designate at least 24 hours in advance or as soon as possible. Failure to do so may result in a cancellation fee and/or the participant may be recorded as a “No Show”.*
- b) *If a party cancels three consecutive visits/exchanges OR if his/her attendance is sporadic the Program Coordinator will contact the party to discuss the matter and explore options with a view to creating consistency.*
- c) *When a cancellation is made by the custodial party, a makeup visit/exchange will be provided, if requested, subject to the child’s schedule and the Centre’s schedule and ability to provide service.*
- d) *If a visit is cancelled by the visiting party, no make-up visit will be provided.*

**3. SAFETY**

- a) *The Access Centre staff request that only one person enter the building to drop-off/pick-up the child(ren).*
- b) *Visiting parents/relatives will not have consumed either illicit drugs or alcohol prior to the visit.*
- c) *All bags and parcels brought into the Centre will be inspected before they are allowed into the visit area. This includes the bags and parcels of those using the Centre for exchanges. Gift-wrapped parcels are not permitted, but gift bags may be utilized.*
- d) *The Access Centre prohibits the use of verbal aggression (eg. profanity, abusive language, etc), physical aggression, or acts of intimidation. Weapons are not permitted.*
- e) *Participants are required to visit or wait in assigned area and they must remain in this area until notified by staff.*
- f) *It is the expectation of the Access Centre staff that proper child restraint devices (car seats, seat belts) will be used by all parties when transporting children.*

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- g) *Children are not to be removed from the Access Centre except as previously agreed to for an exchange. In the event of a medical emergency a child may be removed only when accompanied by the Program Coordinator or designated staff person.*

#### **4. MEDICATION**

*If medication is needed during visits, written consent from the custodial parent is required, giving permission to the visiting party to administer the medication. The Access Centre staff will not be responsible for the supervision/administration of any medication.*

#### **5. PICK-UP AND DROP-OFF OF CHILDREN BY CUSTODIAL PARENT**

- a) *The custodial parent will be responsible for the drop-off/pick-up of the child(ren), unless otherwise specified by the court order. At the time of intake the custodial parent provides the names of two emergency contact people who may be designated to provide transportation, if necessary. These individuals will be required to show photo identification.*
- b) *Should the custodial parent fail to pick up the child(ren) at the scheduled time, the emergency contact person will be notified. If Access Centre staff is unable to reach the designated persons, the Children's Aid Society will be contacted.*
- c) *The custodial parent is requested to supply clothing, bottles, formula or whatever else is needed for good care of the child(ren) during the visit. A well-loved stuffed toy, blanket or game can be sent with the child(ren) to facilitate his/her emotional comfort while at the Access Centre.*
- d) *The custodial parent may register alternates for pick-up and/or drop-off of the child(ren). The alternate must sign a Service Agreement and a Consent to Disclosure and will be required to show photo identification.*

#### **6. CHILD REFUSAL**

- a) *Supervised Access Centres facilitate contact between children and visiting parties, but do not enforce contact.*
- b) *It is the responsibility of the custodial party to prepare the child(ren) for access visits.*
- c) *It is the responsibility of the custodial party to bring the child(ren) to the Supervised Access Centre for a visit/exchange.*
- d) *Program staff will make every effort to facilitate the access, including:*
  - i) *Encouraging a child to come in and say hello to the visiting party;*
  - ii) *Speaking with the child to determine what would assist in making the visit/exchange more comfortable;*
  - iii) *Requesting the custodial party to provide items the child is comfortable with;*
  - iv) *Advising a child he/she will not be left alone during the visit.*
- e) *Program staff will do their best to understand what the child's concerns are and will document these concerns in the observation notes.*
- f) *If an infant or toddler is crying and does not settle after 15-20 minutes, program staff will end the visit and contact the custodial party to return to the Centre.*
- g) *After three (3) consecutive refusals by a child, the Coordinator will terminate service.*

#### **7. CUSTODIAL WHEREABOUTS DURING VISIT**

*The custodial parent will provide a phone number where he/she can be reached.*

## 8. GUESTS

*Unless guests are court ordered, both parents must agree to their attendance. Guests will not be permitted to attend the visit without prior approval of the Program Coordinator or designate. The visiting parent must attend three (3) visits before a guest may accompany him/her. Guests must sign a Service Agreement and a Consent to Disclosure.*

## 9. VISITATION GUIDELINES

*Visiting parent/relative and guest agree to the following:*

- a) Visitors are expected to arrive prepared for the visit and not leave the Access Centre during visitation.*
- b) The visit should focus on the present so that the child experiences a calm and pleasurable visit. References to past events and future plans should be avoided in discussions with the child. (Past events may have caused stress/trauma and the child is uncertain about the future.)*
- c) Visitors can invite, but not demand or coerce, physical contact with the child.*
- d) Visitors will not be alone with the child or engage in whispered conversations.*
- e) Visitors are not to speak ill of the other parent – or his or her relatives, friends or loved ones.*
- f) Visitors are not to ask children for information about the other parent's household, friends, income or activities.*
- g) Visitors are not to ask the children for information about where they go to school, where they live or any other identifying information.*
- h) Visitors shall be responsible for the clean up of toys, food and beverages at the end of the visit.*
- i) **Throw away cameras for still photography are permitted,** unless the court order states otherwise. **Digital cameras (including cell phone cameras) are NOT permitted.** The only photographs that may be brought to a visit are those taken at a prior visit.*
- j) The use of cell phones, pagers and other recording equipment(eg. video cameras, tape recorders) is not permitted during visits. **Cell phones will be placed in a basket which will be kept outside of the visit room – no exceptions.***
- k) Due to confidentiality issues, no staff members or other visiting families are to be included in any photograph.*

## 10. EXCHANGE OF INFORMATION AND TRANSFER OF ITEMS BETWEEN CUSTODIAL AND VISITING PARENTS

- a) We encourage the use of communication books between parties for information exchange regarding the children for visits.*
- b) During on-site visits the staff will only pass written information from one party to the other concerning the immediate care of the child(ren). Staff will read all correspondence and communication books. Staff reserve the right to photocopy all correspondence.*
- c) Items transferred must be relevant to the well-being or care of the child(ren) **DURING THE VISIT.***
- d) Staff reserve the right to refuse to pass items or information.*

## 11. FEES FOR SERVICE

- a) Fees will be assessed to each party during intake procedures.*
- b) The fee for service is payable at the beginning of each visit and a receipt will be issued. Parties are asked to bring the exact amount, as making change is not always possible. They are expected to adhere to the agreed upon fee unless otherwise discussed with the Program Coordinator or designate.*

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**12. WITHDRAWING OF SERVICE**

*The Access Centre reserves the right to refuse access, cancel or suspend/terminate a visit or service when there exists a violation of the Agreement for Service, when the Program Coordinator or staff feel it is not in the best interest of the children and/or others involved with the Access Centre, or the Children's Aid Society opens an investigation. Reinstatement of service is at the sole discretion of the Centre.*

**13. REPORTS**

- a) *If requested in writing, we will provide a summary report of the observation notes to the parties and/or their lawyers regarding factual observations of the visits/exchanges.*
- b) *There is an additional fee for this service; the party that requests the report is responsible for payment.*

**14. FAMILY INFORMATION SHEET**

*The policies included on the Family Information Sheet form part of this Agreement.*

**15. CONFIDENTIALITY**

*Client information is confidential and cannot be released without written informed consent, except when required by legislation or directed by the courts. Examples of such exceptions may include reporting suspicion of child abuse or a child in need of protection to the Children's Aid Society; informing someone in a position of authority if a client is in imminent danger of harming themselves or others; or, providing information as directed by the courts through subpoena, search warrant or other legal order.*

**16. COMPLAINT PROCEDURE:**

*Problems or concerns regarding Supervised Access services should be PUT INTO WRITING and discussed with the Program Coordinator. If unresolved the complaint can be addressed in accordance with the client complaint procedure of The Salvation Army, Owen Sound.*

**The Grey Bruce Supervised Access Program** is funded by the Ministry of the Attorney General and operated by The Salvation Army. We strive to provide services in a sensitive and thoughtful manner reflective of our concern for the well being of children and families. At any time should you have a question or concerns regarding the service you receive, we would appreciate hearing about these. We encourage you to contact the Program Coordinator at 519 371-5991

I have read the **AGREEMENT FOR SERVICE** and I agree to comply with these policies. I understand failure to comply may result in immediate withdrawal of the service being offered.

\_\_\_\_\_  
*Client Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Staff Signature*

\_\_\_\_\_  
*Date*